

CLAIM AMENDMENTS

IN THE CLAIMS:

This listing of the claims will replace all prior versions, and listing, of claims in the application or previous response to office action:

1. **(Currently Amended)** A method for facilitating mediated virtual communication, comprising:

receiving, by a mediation system from a mediation subscriber communication device, a service reservation selection, the service reservation selection identifying a service action selected by a mediation subscriber from a plurality of service actions displayed to the mediation subscriber by the mediation subscriber communication device;

determining, by the mediation system, a context associated with the service reservation selection, the context comprising information regarding the availability of the mediation subscriber and historical information and behavioral information associated with the mediation subscriber; and

in response to determining the context associated with the service reservation selection, determining, by the mediation system, a plurality of contextual arrangement options regarding the service action selected by the mediation subscriber, at least one of the plurality of contextual arrangements options being determined based on at least ~~one of the~~ information regarding the availability of the mediation subscriber and the historical information and behavioral information associated with the mediation subscriber of the determined context associated with the service reservation selection.

2. **(Original)** The method of claim 1, further comprising:

transmitting the plurality of contextual arrangement options for reception by the mediation subscriber communication device.

3. (Original) The method of claim 1, further comprising:
receiving, by the mediation system from the mediation subscriber communication device, a selected one of the contextual arrangement actions; and

facilitating, by the mediation system and with a service management system, a mediated follow-through operation based at least partially on the selected one of the contextual arrangement actions for generating a mediated service commitment.

4. (Original) The method of claim 3, further comprising:
updating a mediated commitment data set to include the mediated service commitment.

5. (Previously Presented) The method of claim 3 wherein facilitating the mediated follow-through operation includes:

determining a plurality of service providers;

transmitting the plurality of service providers for reception by the mediation subscriber communication device; and

receiving, from the mediation subscriber communication device, a selected one of the plurality of service providers.

6. (Original) The method of claim 3 wherein facilitating the mediated follow-through operation includes:

establishing a computer network connection between the mediation system and the service management system; and

performing the mediated follow-through operation with the service management system via the computer network connection.

7. (Original) The method of claim 6, further comprising:
receiving, by the mediation system, confirmation information from the service management system after performing the mediated follow-through operation.

8. (Original) The method of claim 7, further comprising:
updating a mediation subscriber profile to include said confirmation information.
9. (Previously Presented) The method of claim 8, further comprising:
providing a confirmation including at least a portion of said confirmation information
to the mediation subscriber communication device.
10. (Original) The method of claim 8 wherein updating the mediation subscriber
profile includes updating at least one data set associated with the mediation subscriber
profile.

11. **(Currently Amended)** A method for facilitating mediated virtual communication, comprising:

receiving, by a mediation system from a mediation subscriber communication device, a service reservation selection, the service reservation selection identifying a service action selected by a mediation subscriber from a plurality of service actions displayed to the mediation subscriber by the mediation subscriber communication device;

determining, by the mediation system, a context associated with the service reservation selection, the context comprising information regarding the availability of the mediation subscriber and historical information and behavioral information associated with the mediation subscriber; and

preparing, by the mediation system, a plurality of contextual arrangement options in response to determining the context, wherein the contextual arrangement options are based on at least ~~one of~~ the information regarding the availability of the mediation subscriber and the historical information and behavioral information associated with the mediation subscriber of the determined context;

transmitting the plurality of contextual arrangement options for reception by the mediation subscriber communication device;

receiving, by the mediation system from the mediation subscriber communication device, a selected one of the contextual arrangement actions prepared by the mediation system;

facilitating, by the mediation system and with a service management system, a mediated follow-through operation based at least partially on the selected one of the contextual arrangement actions for generating a mediated service commitment; and

updating a mediated commitment data set to include the mediated service commitment.

12. **(Previously Presented)** The method of claim 11 wherein facilitating the mediated follow-through operation includes:

determining a plurality of service providers;

transmitting the plurality of service providers for reception by the mediation subscriber communication device;

receiving, from the mediation subscriber communication device, a selected one of the plurality of service providers;

establishing a computer network connection between the mediation system and the service management system; and

performing the mediated follow-through operation with the service management system via the computer network connection.

13. (Original) The method of claim 12, further comprising:

receiving, by the mediation system, confirmation information from the service management system after performing the mediated follow-through operation;

updating a mediation subscriber profile to include said confirmation information; and

providing a confirmation including at least a portion of said confirmation information to the mediation subscriber.

14. (Original) The method of claim 13 wherein updating the mediation subscriber profile includes updating at least one data set associated with the mediation subscriber profile.

15. **(Currently Amended)** A computer program product, comprising:
a computer program processable by a data processor to implement a mediation system; and
an apparatus from which the computer program is accessible by the data processor;
the computer program capable of enabling the mediation system to:
receive, by a mediation system from a mediation subscriber communication device, a service reservation selection, the service reservation selection identifying a service action selected by a mediation subscriber from a plurality of service actions displayed to the mediation subscriber by the mediation subscriber communication device;
determine, by the mediation system, a context associated with the service reservation selection, the context comprising information regarding the availability of the mediation subscriber and historical information and behavioral information associated with the mediation subscriber; and
in response to determining the context associated with the service reservation selection, determine, by the mediation system, a plurality of contextual arrangement options regarding the service action selected by the mediation subscriber, at least one of the plurality of contextual arrangements options being determined based on at least ~~one of~~ the information regarding the availability of the mediation subscriber and the historical information and behavioral information associated with the mediation subscriber of the determined context associated with the service reservation selection.

16. (Original) The computer program product of claim 15 wherein the computer program is further capable of enabling the mediation system to transmit the plurality of contextual arrangement options for reception by the mediation subscriber communication device.

17. (Original) The computer program product of claim 15 wherein the computer program is further capable of enabling the mediation system to:
receive, by the mediation system from the mediation subscriber communication device, a selected one of the contextual arrangement actions; and

facilitate, by the mediation system and with a service management system, a mediated follow-through operation based at least partially on the selected one of the contextual arrangement actions for generating a mediated service commitment.

18. (Original) The computer program product of claim 17 wherein the computer program is further capable of enabling the mediation system to:

update a mediated commitment data set to include the mediated service commitment.

19. (Original) The computer program product of claim 17 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to:

determine a plurality of service providers;

transmit the plurality of service providers for reception by the mediation subscriber communication device; and

receive, from the mediation subscriber communication device, a selected one of the plurality of service providers.

20. (Previously Presented) The computer program product of claim 17 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to:

establish a computer network connection between the mediation system and the service management system; and

perform the mediated follow-through operation with the service management system via the computer network connection.

21. (Previously Presented) The computer program product of claim 20 wherein the computer program is further capable of enabling the mediation system to:

receive, by the mediation system, confirmation information from the service management system after performing the mediated follow-through operation.

22. (Previously Presented) The computer program product of claim 21 wherein the computer program is further capable of enabling the mediation system to:
update a mediation subscriber profile to include said confirmation information.

23. (Previously Presented) The computer program product of claim 22 wherein the computer program is further capable of enabling the mediation system to:
provide a confirmation including at least a portion of said confirmation information to the mediation subscriber.

24. (Original) The computer program product of claim 22 wherein enabling the mediation system to update the mediation subscriber profile includes enabling the mediation system to update at least one data set associated with the mediation subscriber profile.

25. **(Currently Amended)** A computer program product, comprising:

- a computer program processable by a data processor to implement a mediation system; and
- an apparatus from which the computer program is accessible by the mediation subscriber communication device;
- the computer program capable of enabling the mediation system to:
 - receive, by a mediation system from a mediation subscriber communication device, a service reservation selection, the service reservation selection identifying a service action selected by a mediation subscriber from a plurality of service actions displayed to the mediation subscriber by the mediation subscriber communication device;
 - determine, by the mediation system, a context associated with the service reservation selection, the context comprising information regarding the availability of the mediation subscriber and historical information and behavioral information associated with the mediation subscriber;
 - prepare, by the mediation system, a plurality of contextual arrangement options in response to determining the context, wherein the contextual arrangement options are based on at least ~~one of~~ the information regarding the availability of the mediation subscriber and the historical information and behavioral information associated with the mediation subscriber of the determined context;
 - transmit the plurality of contextual arrangement options for reception by the mediation subscriber communication device;
 - receive, by the mediation system from the mediation subscriber communication device, a selected one of the contextual arrangement actions prepared by the mediation system; and
 - facilitate, by the mediation system and with a service management system, a mediated follow-through operation based at least partially on the selected one of the contextual arrangement actions for generating a mediated service commitment.

26. (Original) The computer program product of claim 25 wherein the computer program is further capable of enabling the mediation system to:
update a mediated commitment data set to include the mediated service commitment.

27. (Original) The computer program product of claim 25 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to:

determine a plurality of service providers;
transmit the plurality of service providers for reception by the mediation subscriber communication device; and
receive, from the mediation subscriber communication device, a selected one of the plurality of service providers.

28. (Original) The computer program product of claim 25 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to:

establish a computer network connection between the mediation system and the service management system; and
perform the mediated follow-through operation with the service management system via the computer network connection.

29. **(Currently Amended)** A system for facilitating mediated virtual communication, comprising:

a mediation system connected to a data packet network and to a voice network, the mediation system being capable of:

receiving, by a mediation system from a mediation subscriber communication device, a service reservation selection, the service reservation selection identifying a service action selected by a mediation subscriber from a plurality of service actions displayed to the mediation subscriber by the mediation subscriber communication device;

determining, by the mediation system, a context associated with the service reservation selection, the context comprising information regarding the availability of the mediation subscriber and historical information and behavioral information associated with the mediation subscriber; and

in response to determining the context associated with the service reservation selection, determining, by the mediation system, a plurality of contextual arrangement options regarding the service action selected by the mediation subscriber, at least one of the plurality of contextual arrangements options being determined based on at least ~~one of~~ the information regarding the availability of the mediation subscriber and the historical information and behavioral information associated with the mediation subscriber of the determined context associated with the service reservation selection.

30. **(Original)** The system of claim 29 wherein:

the mediation system includes a data packet client and a computer-telephone interface client; the data packet network includes a data packet server; and

the voice network includes a computer-telephone interface client sever and an interactive voice response system connected to the computer-telephone interface.